



State of Utah

Product Description

Product Number: 4206.02.15

MINERCERT APPLICATION

Effective Date: July 01, 2014
Revision Date:
Version: 1.1.0
Product Owner: Labor Commission
Product IT Director: Rick Leimbach, IT Director
Product IT Manager: Judd Houser, IT Manager
Phone: 801 558-3604
E-mail: jhouser@utah.gov

MinerCert Application is the Coal Miner Certification web based application.

The State of Utah is responsible for the certification of coal miners working in the coal mining industry within Utah. The MinerCert Application allows the coal miner to complete the Miner Certification process online. The MinerCert Application is a JAVA based application available through the web 24 X 7.

Within the Labor Commission, the Boiler, Elevator and Coal Mine Safety Division require the MinerCert Application to be developed and maintained under contract with DET-Solutions-Delivery. Problems with the application not being available or working correctly should be routed through the DTS Service Desk. The DTS assigned staff within Labor will help troubleshoot the problem and coordinate the appropriate efforts for final resolution. Currently, the DTS staff makes all necessary programming changes to EDI Web, including design, development, and unit testing. All new development (including enhancements) should be done in accordance with the approved SDLC (Software Development Life Cycle). The DTS staff will follow proper change control procedures and help coordinate production implementation. The DTS staff insures all necessary security assessments and penetration studies are completed as appropriate.

The hours of support required for MinerCert Application are listed below.

Application	Support Hours	Days of Week
MinerCert Application	8:00 AM – 5:00 PM	Monday through Friday

Product Features and Descriptions

Feature	Description
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State of Utah

Product Description

Maintenance	The MinerCert Application requires periodic maintenance. Down times will be minimized and scheduled during a time when there is little or no impact to the Division.
Development	The MinerCert Application requires periodic updates which may result in new development. The priority of the new development will be determined by a joint effort between the Labor Commission business unit and the DTS IT Manager assigned to the Labor Commission.
WEB	Application support is available 8:00 AM - 5:00 PM Monday thru Friday. The main feature of the MinderCert application is that it is Web based and should be available 24 X 7 to our customers.

Features Not Included

Feature	Explanation
Related DTS Services available on time and materials basis.	Available per DTS listing.

Rates and Billing

Feature	Description	Base Rate
Application development including project management	This process will include: analysis, project management, code development, testing, implementation and training of users.	See DTS RATES as approved for fiscal year.
Application DBA Support	Perform database administration to accommodate the implementation of changes to the system.	See DTS RATES as approved for fiscal year.
Enterprise Hosting Services	Manage application servers for application	See DTS RATES as approved for fiscal year.
Desktop Support	Maintain desktop equipment for the application	See DTS RATES as approved for fiscal year.
Network Services	DTS Network support	See DTS RATES as approved for fiscal year.
Security	DTS Enterprise Security Services	See DTS RATES as approved for fiscal year.

Ordering and Provisioning

- Application Maintenance / DBA Maintenance / Hosting - Coordinated through the IT Manager and Labor Commission management.
- Desktop Support – Contact the DTS Help Desk.

DTS Responsibilities

- Analysis, design, programming and testing of enhancements made to the application as requested by the client.
- DTS will supply the Labor Commission with analysis and time estimates of each job detailing completion dates and goals.
- Operation and maintenance of the servers and other equipment needed to operate the application.
- Provide network support to insure the availability of this system to the Labor Commission and their customers that use this information.

Agency Responsibilities

- Provide user requirements to DTS for modifications / enhancements to the application.
- Prioritize enhancements and complete user testing and verification before modifications are implemented in a production environment.
- Assist the business operators with their use of the system.
- Respond to customer questions related to the information of this system.

DTS Service Levels and Metrics

State of Utah

Product Description

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
MinerCert Application	The application needs to be available and running for Labor Commission employees Monday thru Friday from 8:00 am to 5:00 pm. During this time, the Labor Commission will accept 99% availability for the application each month due to unforeseen problems. DTS will strive to have the application available 24 X 7. After hours support is available through the DTS Help Desk.

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

State of Utah

Product Description

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an online survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs.	93% of respondents satisfied

State of Utah

Product Description

dissatisfaction)	
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